

Greenwood Sanitation Billing FAQ's

What is this bill?

Greenwood Sanitation bills are for properties connected to the city's sanitary sewer system for purposes of defraying the costs of operating, maintaining, treating and repairing the city sewage system. Greenwood Sanitation bills may also include the city contracted removal of trash. This flat rate monthly fee includes refuse service, recycling, and leaf/limb curbside pick-up.

How do I turn on/turn off service?

Greenwood Sanitation only receives turn-on or shut-off requests from your water provider for sewer and/or trash service. Please contact your water provider and they will send us the information to start or stop service. Indiana American Water's phone number is 1-800-492-8373 or Bargersville Water utility is 317-422-5115.

Can I cancel trash service but keep my sewer service?

No, if you live inside Greenwood City limits the only way to turn-off trash service is to contact your water provider and discontinue your water service.

How is my bill calculated?

Greenwood Sanitation bills are broken down into three different parts; trash, sewer base rate, and a variable sewer usage rate.

Trash currently is a flat rate fee of \$13.47 per month, if you do not live inside the Greenwood city limits you cannot be on city trash. Recycling service and leaf and limb service are included with the flat rate trash fee.

Sewer base rate is determined by meter size. For most residents this rate is currently \$13.80 per month.

Sewer usage rate is determined by how much used/sewer water goes down the drains at the residence, this information is based on meter reads from the water provider.

How do I make a payment?

The best and most convenient way to make a payment is Automatic Bank Draft.

You can sign up for Automatic Bank Draft by calling 317-865-8238 and requesting a form or click [here](#) and download a form.

Mail or drop off your form with a voided check to:

Greenwood Sanitation
300 South Madison Ave.
Greenwood, IN 46142

What are other payment options?

To mail your payment:

Greenwood Sanitation
PO Box 1206
Indianapolis, IN 46206.

To pay by credit or debit card please visit www.govpaynow.com or call 1888-604-7888. You will need a Sanitation pay location code of 5906, there is a service fee.

Sanitation bills cannot be combined with Stormwater bills. Please allow 5-7 days for payment processing.

What is the Sewer Usage Discount? How is it calculated?

The Sewer Usage Discount is a usage adjustment given to residential customers between the service dates of MAY 1 & OCTOBER 31. The Sewer Usage Discount is an automatic process that is based on your winter average. If you do exceed this value you will not be charged for the additional usage on the sewer usage rate portion of your bill.

Why does my bill not come at the same time each month?

Sanitary sewer usage is based on metered usage from the water provider. The water provider sends usage information at different time periods of the month; therefore your bill/due date may change each month.

What day is my trash picked up?

Trash is picked up in sections of Greenwood City Limits by Best Way Disposal, Monday – Friday. Trash pickup is based on service address, click [here](#) to see when your trash day is or visit www.greenwood.in.gov and view the trash map. Customers are required to provide their own trash receptacles or to set out bagged refuse.

When is heavy trash?

Heavy trash pickup is the last full week of the month. It will be picked up on your regular trash day along with your regular 5 bags of trash. For more information regarding trash, Heavy trash, Recycling, and holiday pickup visit www.greenwood.in.gov and view heavy trash information under the Sanitation Department page.

Recycling/Leaf and Limb questions?

Recycling along with Leaf and Limb pick up is included in the trash service. You cannot have Recycling or Leaf and Limb service independently cancelled. Recycling is picked up on the same day as trash and should be set out in a marked recycling bin. You can pick up your recycling bin for free. Leaf and Limb service is provided by the City of Greenwood Street department and a normal route is run every 2 weeks. You can also drop off leaf and limb debris at the Fry Road Waste Management facility

Where do I pick up my recycling bin?

A recycling bin can be picked up at the Department of Public Works:

367 S. Washington St.
Greenwood, IN 46143

Open Monday – Friday, 8 a.m. to 4 p.m.

Why is Sanitation not combined with the water bill any longer?

This was a corporate decision made by Indiana American Water; Greenwood Sanitation has been responsible for Sewer and Trash billing from December 2012 forward. Indiana American Water will no longer be billing for Sanitation services.

Important Phone Numbers:

Sanitation Billing Questions – 1 (317) 865-8238

Sanitation Billing Fax number – 1 (317) 887-5718

Trash/Recycling Pickup Inquiries – 1 (800) 354-1830

Leaf and Limb pickup Inquiries – 1 (317) 887-5607

Sewer Problems – 1 (317) 888-1254

Sewer Problems after hours – 1 (317) 881-2518

Indiana American Water– 1 (800) 492-8373

Bargersville Water Utility– 1 (317) 422-5115

Johnson County Recycling/Waste Management – 1 (317) 738-2546